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## **Announcing the new Area Managers**

I'm delighted to share the news on the selection of the Area Managers. As you may know, we limited the interviews to only internal candidates. The interview process was challenging in the best of possible ways - we are incredibly fortunate to have so many talented folks in DVR. It made for tough decisions but it speaks so well for how prepared we are to succeed.

Please join me in welcoming and congratulating:

- **David Hankinson – Area 1 Manager**
  - (Area 1 covers Southwest WA, Olympic Peninsula, Pierce County, SeaTac and Kent)
- **Ron Falberg – Area 2 Manager**
  - (Area 2 covers King County (excluding SeaTac and Kent), Snohomish, Skagit, Whatcom and Island Counties)
- **Teresa Kutsch – Area 3 Manager**
  - (Area 3 covers all of Eastern Washington)

Thanks for your anticipated support as we move forward. The selection of the Area Managers is an important and exciting step in the right direction for us. The appointments become effective October 1st.

## **Recognition at the Governor's Economic and Workforce Development Conference**

In follow up from my message last month, we're delighted to share that DVR and our partners were recognized for our collaboration in promoting the employment of individuals with disabilities. On September 7, our nominees - the Clark County

Workforce Partnership and the Olympia-based Enterprise for Equity – were highlighted in the Conference program with descriptions of their partnerships and the results.

Please join me in congratulating and thanking:

- For “**Partnering in Business for People with Disabilities**”
  - Lisa Smith, Executive Director, Enterprise for Equity
  - Deborah Ann Sosa, Board Chair, Enterprise for Equity
  - Patrick Raines, DVR Supervisor, WorkSource Thurston Co.
  - Tina Bredengerd, DVR Supervisor, Centralia
  - Janice Crafton, DVR Counselor, Centralia
  - Kathi Richards, DVR Counselor, WorkSource Thurston Co.
  - Rebecca Morey, DVR Counselor, WorkSource Thurston Co.
- For “**Workforce Investment Partnership of Clark County**”
  - Lisa Nisenfeld, Executive Director, Workforce Development Council of Southwest Washington
  - Melodie Pazolt, Program Manager, Columbia River Mental Health
  - Imara Jabari, Co-Director/WorkSource One-Stop Operator
  - Paul Vertrees, DVR Supervisor, Vancouver
  - Meredith Hardin, DVR Counselor, WorkSource Liaison, Vancouver

## **RSA On-site visit**

Sean Barrett and Jerry Elliott from the U.S. Department of Education, Rehabilitation Services Administration in Washington DC are visiting Washington this week. This federal visit has been specifically designed as a monitoring visit that is focused on getting to know us and offering technical assistance. Throughout the week, they will be meeting with our Senior Leadership Team, community rehabilitation partners, DVR staff, the Client Assistance Program (CAP), the State Rehabilitation Council and the State Independent Living Council and a WorkSource Office and the Department of Services for the Blind. The visit has been productive and positive. We will share the results of the visit with you upon its completion.

## **In the news:**

Two recent newspaper stories have highlighted the skills, abilities and potential of our customers. One story ran recently in the Sunday edition of the Olympian and featured a local artist with developmental disabilities. Dylan has an art exhibit currently in the office of the Lt. Governor here in Olympia. Another story ran in the Seattle Times’ technology section and described Logan’s experience trying out speech-recognition software at Microsoft while participating in their DigiGirlz technology camp. We introduced Logan in my Director’s Message last month when we described her development of a lifestyle

magazine for young women with disabilities. We'll be including stories such as these in our 2007 Annual Report.

## **State Rehabilitation Council:**

The State Rehabilitation Council continues to actively recruit possible members to represent labor, business and industry on the Council. If you know of individuals from this sector that would be interested, please contact Joelle Brouner, SRC Executive Director at (360) 407-3605, email at: [brounjm@dshs.wa.gov](mailto:brounjm@dshs.wa.gov) or SRC member VRC Tony Tran at (206) 273-7117, email at: [trantot@dshs.wa.gov](mailto:trantot@dshs.wa.gov)

## **Customer Satisfaction Survey:**

In collaboration with DVR, the State Rehabilitation Council recently completed a statewide customer satisfaction survey. The survey results are now being tabulated and will be shared with you this Fall. The results will assist DVR and the SRC in identifying ways to improve our services and better meet the needs of our customers.

## **Current Compliance with Federal Standards and Indicators:**

Given that the current federal fiscal year ends September 30, I'll plan to send out a separate Director's Message in early October to summarize our compliance with the federal standards and indicators.

## **Final thoughts:**

Here's hoping that late Summer weather finds you healthy, happy and energized about the opportunities ahead. I appreciate the work that you do and your passion for improving our services.

Thank you –  
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